

Assessment of Organizational Supports for Individualized Service/Support Planning

This tool assesses the organizational support for Individualized Service/Support Planning (ISP) from the perspective of team members. Trillium delivers ISP through the Essential Provider Teams (EPTs). This version of the assessment should be completed by professionals from agencies or organizations outside Trillium who participate on EPT teams (e.g. school personnel, probation officers, child welfare or mental health case workers, etc.).

This assessment is not intended to provide a rating or grade to agencies. Instead, the purpose of the assessment is to provide data that can help agencies clarify their understanding of the conditions that are necessary for local implementation of ISP, the extent to which these conditions are in place, and the priorities for action to improve implementation.

The lead agency, Trillium, is the organization which hires, trains, and supervises team facilitators.

Partner agencies refer to all other organizations whose staff participate as team members. This would include your **home agency**.

Please write the name of your home agency:

For each feature, you are asked to rate two things:

1. The extent to which you believe this feature is in place to support *your work*. (Use the columns on the left to rate this on the 7-point scale ranging from 1= “Not at all in place” to 7= “Completely in place.”)
2. Your rating of whether working to put this feature in place should be a high, medium, or low priority for improvement. (Use the columns on the right to indicate your rating using the 7-point scale from 1= “Not at all important” to 7= “Extremely important.”)

Note: If you feel that an item is not applicable to your situation, or that you do not have enough information or knowledge to respond to an item, feel free to leave it blank.

Practice model

i. Partner agencies support the core values underlying the team-based ISP process. This section asks about the extent to which people from your home agency act in ways that indicate they are committed to the values of ISP. It also asks about whether your home agency believes that ISP is an effective way to meet the needs of children and families. Partner agencies are agencies—other than the lead agency—whose staff participate on ISP teams.

This feature is currently. . .							To improve EPT quality, how important is it to work on this right away?							
Not at all in place			Completely in place				Feature	Not at all important			Extremely important			
1	2	3	4	5	6	7	1. <u>ISP team members</u> from your home agency understand the basic elements of the ISP practice model and believe it is an effective way to support children and families.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	2. <u>Supervisors and managers</u> in your home agency understand the basic elements of the ISP practice model and believe it is an effective way to support children and families.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	3. Your home agency encourages and supports staff members who participate on ISP teams in learning about the ISP practice model (e.g. your agency provides time and pays the costs of ISP training or orientation).	1	2	3	4	5	6	7
1	2	3	4	5	6	7	4. Supervisors and managers in your home agency participate in workshops or training to learn about the ISP practice model.	1	2	3	4	5	6	7

Collaboration/partnerships

i. Lead and partner agencies collaborate around the plan and the team. Because ISP teams work “between” agencies, they face special challenges. For example, the team plan needs to be respected at each agency. If the team plan does not serve as the case plan for each participating agency, teams need assurance at least that various partner agencies will respect the goals and services/supports as decided by the team, and will not develop separate goals and plans that are inconsistent with or undermine the team plan or ISP values. Additionally, to prevent team members from getting overwhelmed, managers at the lead agency need to work your home agency to reduce and streamline unnecessary or redundant demands on team members.

This feature is currently. . .							Feature	To improve EPT quality, how important is it to work on this right away?						
Not at all in place			Completely in place					Not at all important			Extremely important			
1	2	3	4	5	6	7	5. Your home agency will support an ISP team in working with the child and family toward the goals in the team plan until the team agrees that a formal ISP process is no longer required.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	6. A family's ISP team plan serves as a basis for service/support planning in your home agency (i.e. other plans which may be maintained at your agency are the same as—or at least consistent with—the goals and strategies expressed in the ISP plan).	1	2	3	4	5	6	7
1	2	3	4	5	6	7	7. Your home agency supports efforts to develop a common format for ISP plans so that the team plan can serve as the case plan within your home agency to the greatest extent possible.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	8. Your home agency supports efforts to reduce inefficient or redundant requirements for paperwork and rules (e.g. developing common consent forms, reducing redundant documentation of needs).	1	2	3	4	5	6	7
1	2	3	4	5	6	7	9. Your agency supports efforts to develop mechanisms for sharing non-confidential information with EPT team members (e.g. information on all services received by a family, up-to-date information about types of assistance offered by various agencies).	1	2	3	4	5	6	7

Collaboration/partnerships (Continued)

ii. Partner agencies support their workers as team members and empower them to make decisions.

This section ask about whether or not your home agency encourages you to attend team meetings and allows you to make meaningful decisions during the meetings. It also asks about whether your agency encourages staff who participate on ISP teams to be open minded in determining goals, seeking solutions, and finding ways to satisfy mandates.

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Feature														
Not at all in place			Completely in place					Not at all important			Extremely important			
1	2	3	4	5	6	7	10. Your home agency supports the idea that the team is to consist of individuals agreed upon by the family.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	11. Your home agency demonstrates willingness to be flexible about its regular procedures to support the needs of the ISP process.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	12. To support the ISP process, your home agency is willing to be reasonably open minded and flexible around how to satisfy its mandates.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	13. You get support from your home agency for attending team meetings and being an active part of the team.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	14. Your home agency allows you to flex your time so you can attend ISP meetings and complete team tasks during off hours.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	15. Your home agency gives you authority to make decisions during team meetings and to make commitments about access to services and funding at your home agency.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	16. Your home agency recognizes that being a member of an ISP team requires a time commitment beyond attendance at ISP meetings.	1	2	3	4	5	6	7

Capacity building/staffing

i. Lead and partner agencies provide working conditions that enable high quality work and reduce burnout.

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Not at all in place		Completely in place					Feature							Not at all important		Extremely important				
1	2	3	4	5	6	7								1	2	3	4	5	6	7
							17. Your home agency values and rewards the skills gained by staff who participate on ISP teams.													

Acquiring services/supports

i. Lead and partner agencies work together to ensure that services and supports are appropriate and effective.

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Not at all in place		Completely in place					Feature							Not at all important		Extremely important				
1	2	3	4	5	6	7								1	2	3	4	5	6	7
							18. Your home agency expects you to contribute to building an ISP plan based on the needs of the child and family and <i>does not</i> pressure you to shape the plan based on needs of the home agency (e.g. by pushing you to avoid including in the plan services from the home agency that are in high demand, or by encouraging you to include in the plan services for which demand is slack).													
							19. Your home agency supports you in locating and/or individualizing services or supports as needed by the ISP plan.													
							20. Your home agency has specific standards or guidelines to ensure that providers are effective, and the agency monitors service quality to ensure that it meets these standards.													